



Commander, Fleet and Industrial Supply Centers

A collage of various images related to naval supply centers is displayed in the background of the central text. The images include a large industrial building with a palm tree in the foreground, a city skyline with a mountain in the background, a large ship docked at a pier, and a large industrial building with a sign that reads "FLEET & INDUSTRIAL SUPPLY CENTER".

Global Distance Support Center aka Navy Integrated Call Center (NICC)

*Ready. Resourceful.
Responsive!*



October 2004

- 3 Centers/2 Locations – San Diego & Norfolk
 - FISC - 2 sites, virtually connected. One centrally managed program by COMFISCS
 - Anchor Desk
- 24/7 Customer Support
- Voice transactions: 120,000 annually
- Total Business Transactions: 480,000 annually

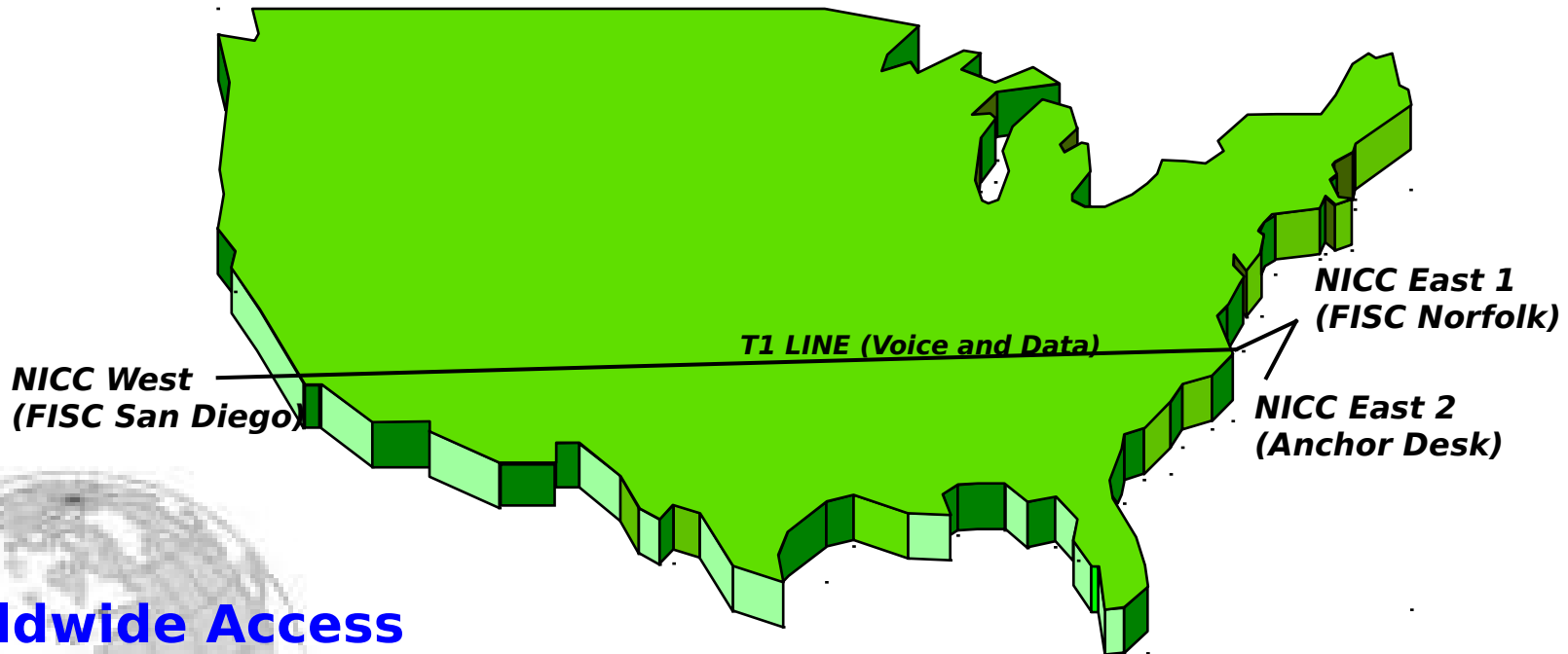
- NAVSUP/NAVSEA Joint Initiative
- 24/7/365 Single point of contact for the Navy Enterprise, Joint and Allied Services
- Multi-level....Tier I support for Navy and Joint Distance Support, Tier II support for Supply and Logistics
- Multi-functionalsupply, logistics, technical, general information, link to NAVSUP, NAVSEA, NAVAIR, SPAWARS, BUMED, BUPERS, etc
- Multi-channel....phone, fax, email, messages



FLEET & INDUSTRIAL SUPPLY CENTERS

NICC/GDSC Connectivity

“Virtual Contact Center”



Worldwide Access
1-877-41TOUCH
DSN: 510-428-6824

Incoming calls are directed to San Diego and routed to the call center through Best Service Routing (BSR) based on expected wait time.

0 To speak to a Customer Service Representative at any time during your call.

1 SUPPLY or Logistics

2 Technical, Logistics, Maintenance, Engineering, Medical or Personal Services

3 Joint Distance Support for other than Navy

4 Automated DESEX Voice Response system

5 Assistance for ATAC, DPAS, FOSAAC, NEXCOM, and Smart Card inquiries.

6 ATM-At-Sea Program, Navy Cash Card, MPCC, Windows Integrated Travel System

7 Assistance from DLA ICPs, caller is connected 1-877-DLA-Call, (1-877-352-2255).

8 Problem resolution, assistance for SMART ERP Program and SAP inquiries.

- NAVICP Customer Support (Global Integrated Supply Chain Management)
 - Customer services, expediting
 - Material Release authority, processing
- Region Support – (Retail Integrated Supply Chain Management)
 - Requisitioning services, general information
- Logistics Integration Services
 - Navy Integrated Call Center
- Material Expediting Support
 - Material issuing and transportation coordination



FLEET & INDUSTRIAL SUPPLY CENTERS

NICC Services

Stock/Asset Availability
Requisition Status Inquiry
Transportation Information
Shipping Information
Ship to Address Information
Material Tracking
Cancellation Request
Modification Request
Requisitioning Assistance
Customer Access to Database Assistance
Web/Internet Assistance
Open Purchase Status
Procurement Information
Vendor Pay Information
Accounting Information
Material Expediting (thru warehouse)

Requisition Re-pass
Status Re-Instatement
Milstrip/Milstrap Assistance
General Technical Information
General Supply Information
Carcass Tracking (Tier 1 support)
Bearer Processing/Status
Part Number to NIIN cross referencing
New Orders
Exception Processing
Coordination of Material Movement
Subsistence Prime Vendor Information
IVR Training
DODAAC Information
Divert Shipments

24/7/365

GDSC/NICC Core Functions are *problem resolution and information transfer*

- Provide customer assistance, information, resolve customer issues, handle process exceptions
- Voice of the customer....capture and communicate feedback on products and services....Customer Relationship Management (CRM)

NAVSUP Vision: *We will be the customer's choice for best value products and services, where a single request by the customer activates a global network of sources and solutions.*

In short *"One-Touch Supply"*

Telecommunications & Technology Contact Center Management

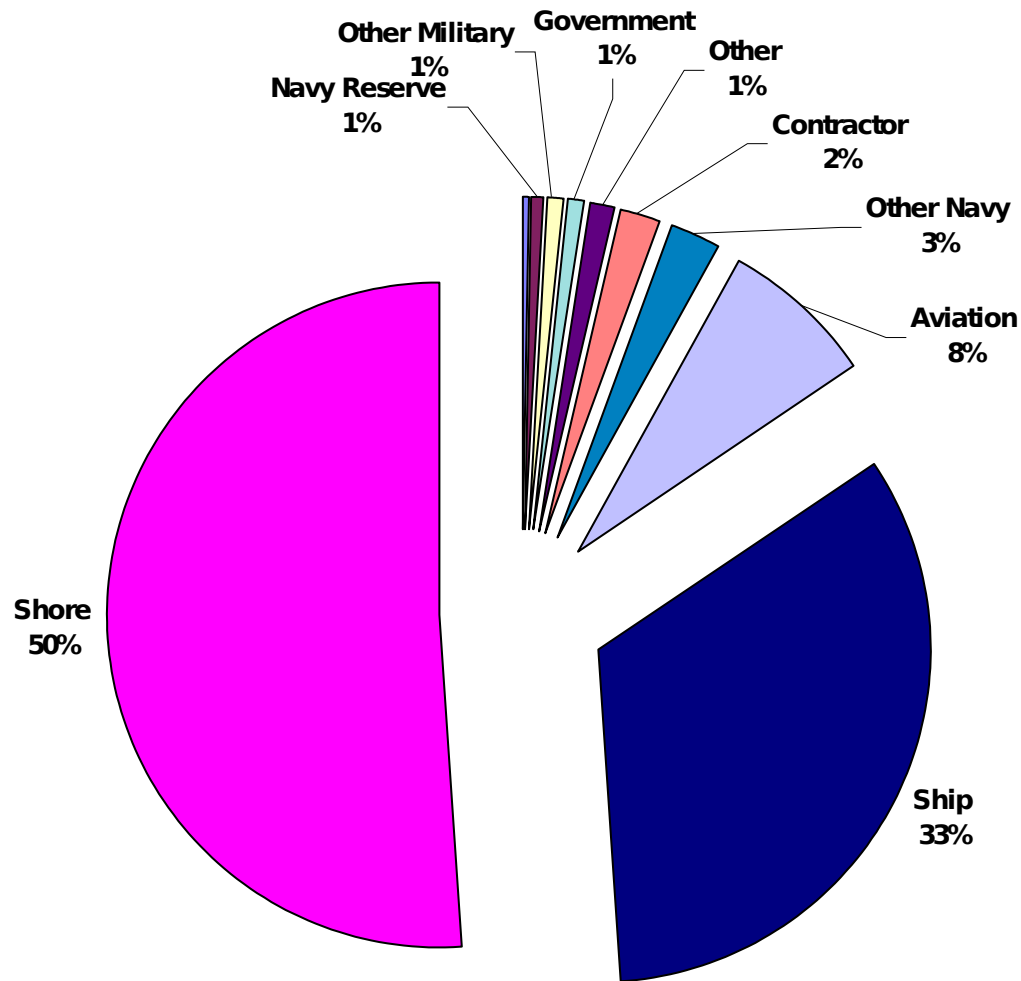
- 1-877-41TOUCH toll free number
- Virtual call center /Best services routing - calls sent to the site most likely to answer call first
- Skills based routing
- Call management system
- Conversant IVR
- Wallboards
- Customer Relationship Management (CRM) systems

- Call/contact center management, staffing and scheduling expertise
- Quality feedback and monitoring system in place
- Multi-skilled, trained customer service personnel & call center managers
- Telephone service consolidation experience
- Customer contact and CRM data tracking & analysis



FLEET & INDUSTRIAL SUPPLY CENTERS

GDSC/NICC Customers



- Cost reduction
 - Systems admin and maintenance costs
 - Partnering w/SYSCOMS to share technology capabilities & costs
- Remedy CRM System Design and Implementation
- NAVSUP Distance Support Participation Roll Out
- Strategy development to provide support for Material Supply Integration (MSI)
- Contingency plans
- BCA for assuming telephone and multi-channel support centrally
- Distance SupportNavy wide consolidation of call or contact centers

Our Destination.....

- Distance Support
 - Shared Data Environment: Remedy Customer Relationship Management (CRM)
 - Enterprise feedback on the products and services, business processes and systems
- Establishing the baseline for future transition/integration to a C-ERP CRM solution
- Supporting the CNO's vision for Distance Support "the concept" - transforming the shore infrastructure

NICCC/GDSC Program Manager

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